

Now you have a resource to help you manage your low back problem, when made available through your employer. It's **CIGNA Well Aware for Better HealthSM** for low back pain. A program that gives you personalized support and a wide selection of proven tools. The only thing you really need to add is your personal commitment.

Outsmart your back condition.

You're probably already receiving care for low back pain through your doctor. So how does the **Well Aware** low back program support your doctor's treatment plan? For one thing, it helps you become more responsive to your own needs. Not just by taking aspirin or other pain medications. But also by making simple changes that can help ease your symptoms and strengthen your back muscles. Depending on your diagnosis, that may include changing how you sit, stand or sleep. Starting a weight loss program. And daily exercise geared to your needs.

Knowing your back's strengths and weaknesses is vital to good preventive care. We'll provide personalized support that includes educational material to help meet your needs. Access to our Web site for helpful articles. And reminders of special health measures you can take.



low back pain



make a *personal*
commitment to
your health



CIGNA

A Business of Caring.

"CIGNA" and "CIGNA HealthCare" refer to various operating subsidiaries of CIGNA Corporation. Products and services are provided by these subsidiaries and not by CIGNA Corporation. These subsidiaries include Connecticut General Life Insurance Company, Tel-Drug, Inc. and its affiliates, CIGNA Behavioral Health, Inc., Intracorp, and HMO or service company subsidiaries of CIGNA Health Corporation and CIGNA Dental Health, Inc. In Arizona, HMO plans are offered by CIGNA HealthCare of Arizona, Inc. In California, HMO plans are offered by CIGNA HealthCare of California, Inc. In Virginia, HMO plans are offered by CIGNA HealthCare of Virginia, Inc. and CIGNA HealthCare Mid-Atlantic, Inc. In North Carolina, HMO plans are offered by CIGNA HealthCare of North Carolina, Inc. All other medical plans in these states are insured or administered by Connecticut General Life Insurance Company.

You don't want
low back pain
to control your life.



Neither do we. You or a family member suffers from low back pain. And that can be a real challenge. Whether your back pain is the result of injury, muscle strain from heavy lifting, stress or just everyday pushing and pulling, it can make your life difficult. Making work of any kind a challenge. You can't leave low back pain home when you go to the office or job site each day. Sometimes it makes you miss what you enjoy most. But you still have your commitments, responsibilities and goals — your life. And you don't want your back pain to get in the way.

Tell us how you feel.

There's no substitute for personal contact. Especially when it comes with a lot of practical experience. That's why we have a team of registered nurses (RNs) and other clinicians available to you by phone 7 days a week, 24 hours a day. Our RNs contact program participants to help provide personal support and determine the type of assistance they need. If you're feeling uncertain or need guidance, they're here to support you with information — and the reassuring benefit of their experience with people who suffer from low back pain.

Plan ahead.

The **Well Aware** program is also about taking action. In fact, we make it easier than ever for you to design a personalized action plan under your doctor's guidance. We'll provide low back pain treatment insights and information on our program to your doctor. To help you balance your busy schedule, we'll mail you reminders of important steps to take in managing your health.

Take back your life.

Low back pain doesn't have to keep you from a fulfilling, active life. Through the **Well Aware** program, you'll learn to strengthen your defenses to decrease and avoid pain. To keep your weight down and exercise wisely. And to make other simple lifestyle changes you've worked out under your doctor's guidance. When you're tired, stressed out, or feeling pressure in your back, you'll be better equipped to deal with it. With the right plan and the right medications. So you can spend less time being in pain and more time leading your life.

Our commitment.

CIGNA developed the **Well Aware** program for low back pain using nationally-recognized resources and industry-leading guidelines. We selected American Healthways to help us deliver quality service that you can rely on. And we kept it simple, to fit into busy lives made more complex by low back pain.

To keep the **Well Aware** program as effective as possible, we conduct periodic random satisfaction surveys. And because a condition like low back pain can lead to other health problems, screenings for related conditions are encouraged to help prevent or treat them.

Find out more.

To find out if you're eligible and to receive more information about the **Well Aware** program, call the **Well Aware** team:

- If you have a CIGNA HealthCare HMO/ Network or Point of Service (POS) benefit plan, call **1.800.249.6512**.
- For all other benefit plans, call **1.877.888.3091**.

If you have questions about your benefit plan, please contact your health plan's Member Services. You can also visit our Web site at **www.cigna.com/wellaware** for more information about **Well Aware** programs and services. Your request for information will be handled confidentially.

